



# The Human Touch

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TOGETHER WE MAKE A DIFFERENCE

## A Healthier You 2002



**Helen Goddard, left, and Reta Oram hit the weights and cardio machines at their gym**

**By Carol Sisco**

### **DHS Public Information**

Spending her days in aging services made Helen Goddard realize she'd better put her workouts where her mouth was.

"Working in the field of aging I was becoming more aware of the changes the body goes through as one ages," said the 56-year-old Aging and Adult Services Director. "I thought I'd better put my words into action so I joined a health club."

Goddard completes cardiovascular workouts twice a week, strength trains three days and takes yoga twice weekly at Body Tech. She often runs into another Department of Human Services exercise proponent, Licensing Director Reta Oram.

Oram takes three aerobics classes weekly and hopes to weight train with Goddard some day.

"Typically we do aerobics for one hour with two-to-three pound weights," said Oram who describes herself as "49-plus-plus-plus."

"If I miss aerobics, I quickly notice decreased energy, even if I have been on vacation or felt like I've been busy doing other activities," Oram said. "When I keep it up, I feel better, think better, sleep better."

She also enjoys "people watching" at the gym. "It's very inspirational to see others accomplishing the goals they set, whether it's climbing the 'wall' or doing step class double time."

Exercise helped Goddard lose weight and maintain normal weight.

"When I want to eat a 100-calorie cookie, I think about how long I would have to be on the exercise bike to wear it off, and then I don't eat the cookie," she said. "It really made me straighten up when I walk and sit, thus improving my posture. I don't get headaches, such as when I was younger and slumped over my desk doing work."

Aerobics instructors inspire Oram to keep

**Continued on page 2**

## Group Honors SAFE Manager Wade Owen

Wade Owen was a runner-up for the 2001 Management Information Systems Annual Professional Award in June. Awards and runner-up plaques were presented at the Government Management Information Services International Conference in Niagara Falls, N.Y.

Owen is the project manager of SAFE, the computer information system that allows the Divisions of Child and Family Services and Aging and Adult Services to track case-management information on their clients.

SAFE supports hundreds of caseworkers statewide who respond to reported abuse on children and aged adults. The system plays a crucial role in preventing injury, abuse and death of children and adults.

"Wade maintains a balance between decisions involving the SAFE technical group and the impact those decisions have on SAFE system users," former Information Technology Director Harry Sutton said in nominating Owen.

Outside of work, Owen is a dance instructor in ballroom, Latin and swing dancing and competed in country-western dance competitions. He also has taught German classes on a volunteer basis, likes cooking and enjoys many outdoor activities.

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## Helen & Reta Work It Out...

**Continued from page 1**  
moving.

"Many of them have busy schedules, full-time jobs, families to support and physical disabilities, but they always go twice as fast as the best class member and smile through the sweat," she said.

Her low points at the gym? "When Kate Lahey (former DHS Legal Counsel) shows up for class too 'cause she's so much smaller and faster."

Goddard works with a trainer but hit a slump a couple months ago.

"I didn't want to exercise at all. I just kept saying it hurt, took too much time and I wanted to go do anything else such as going to movies, eating popcorn and ice cream," she said. "My trainer said I had probably been over-training and should take a month off. I can't tell you how quickly I took his advice. The month is over and I'm back on track and feeling very motivated and energized."

Finding time for workouts is a challenge for both women.

"The most important thing is to discover the activity you really like, regardless of what you think you should do," Oram said. "I love aerobics so I know I will always be motivated to make the opportunity to attend class. Also important for me is location, location, location. Body Tech is five minutes from my home so it is always convenient."

"You just have to sacrifice something," Goddard believes. "I tried all the mind tricks I could to say you can just tuck the extra time in, but it didn't work for me. It's hard work fitting it in, but when you finally say to yourself, 'it's this or increasing my health risks,' it's easier to shape your priorities. I'm trying to ensure a brighter future for myself by sacrificing some other activities now."

Joining a health club can provide a variety of choices for people which is important in maintaining lifetime fitness, Oram believes.

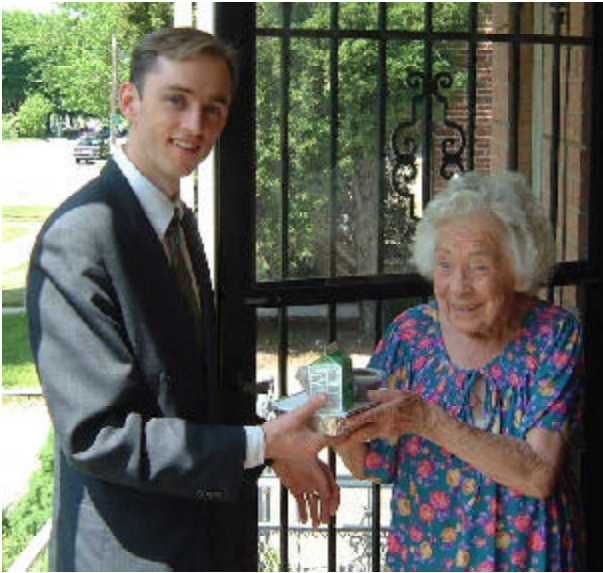
"My friends and family have different interests, but by getting interested in just one activity initially, such as cycling classes, I find they are more likely to follow through with other activities, even if they give up cycling."

Goddard did a better job of motivating others by keeping quiet.

"When I first started exercising, I couldn't stop talking about how great the benefits were," she recalled. "I lost weight, felt better and was happier. The more I talked about it, the more everyone started to avoid me."

"Finally, I decided to just settle down and do what I was doing and not talk about it. My husband was particularly glad when I stopped extolling the health benefits of exercise. Two people at work said I motivated them, but for an interesting reason, they said I stopped slouching and now walk with a straight back."

## DHS Staff Deliver Senior Meals On Wheels



**Aging's Chad McNiven Delivers lunch to Klara Richter (photo by Dave Thomas)**

**By Sally Anne Brown, Aging & Adult Services**

Several years ago frail senior citizens living near the Department of Human Services administration building needed to have meals delivered to their homes.

When the Meals on Wheels program asked for volunteer drivers they got a huge response.

Meals on Wheels needed food delivered to homebound seniors living in the immediate vicinity of our building at 120 N. 200 West. In fact, 26 volunteer employees still spend approximately 45 minutes daily, on their own time, delivering meals to the frail elderly.

"Seniors have contributed much to our society. We all benefit from their contributions," said Deputy Aging and Adult Services Director Sheldon Elman. "With advancing years, some are frail and have difficulty managing their daily activities including eating, dressing and food preparation."

Employees in the Division of Aging and Adult Services were already familiar with Meals on Wheels since they are responsible for implementing Older Americans' Act programs in Utah. Other Human Services staff soon joined them.

Meals on Wheels is one of the most popular Older Americans' Act programs. It provides a balanced, nutritious meal to homebound seniors who are unable to prepare meals themselves, have no one to do it and aren't able to attend a senior center for lunch.

Meals on Wheels allows seniors to stay in their own homes while maintaining their dignity and independence as long as possible.

"It is the most cost-effective preventive service this state has," Elman said. "Receiving that meal allows people to remain in their own homes. But this and other programs could not survive without volunteer help and support."

Seniors get the meals they need, but DHS employees also benefit from the experience.

"This experience has been enlightening to me," said Mary Jane Ciccarello, an attorney in Aging and Adult Services. "You often hear about the sad conditions of seniors but you really don't get very close to the situation. In this program you are up close and personal. These people wait for that meal and for some this is the highlight of their day. The service not only provides a meal for them, it's the human contact."

"I enjoy doing this task and I get personal rewards from meeting the people," added Carol Huffman, Budget and Accounting Manager. "The part I like the most is meeting people. This is a very small commitment to make, and the good I receive from doing this far outweighs the minimal time required."

"I don't know what I'd do without it," area resident Klara Richter said when Chad McNiven from Aging and Adult Services recently delivered her meal.

The people who receive the meals know exactly where their lunch comes from. It comes from the caring and committed volunteers within Human Services who take time from their busy and active worlds to help others. With as little as one hour a week you can join this dedicated group by calling Alice Kasai at (801) 538-4218.

# DHS Licensing Jurisdiction Extends to Adoptions Agencies, Outdoor Youth Programs & Others

By **Bob MacDougall, Office of Licensing**

**O**utdoor youth programs and adoption agencies are two of the more controversial organizations licensed by the DHS Office of Licensing that was created in 1987.

Programs under DHS licensing jurisdiction range from local one-person operations to out-of-state owned multi-complex programs. Some also receive supplemental oversight by DHS contract monitors. Licensing staff must enforce health and safety standards for clients in both public and private human service programs.

Employees find it quite challenging to license both youth programs and adoption agencies.

Nine outdoor youth wilderness programs are located in Utah. Parents are usually desperate for help when they arrange for a program to take their child — often by surprise against the child's will in the middle of the night — and pay up to \$4500 monthly for treatment. Youth live under very sparse conditions, learning to survive harsh desert elements. Many also learn to cooperate with each other during trying times.

Monitoring these groups is a challenge since they are in remote locations, often accessed from dirt roads. Dropping in for an unannounced visit usually requires a jeep, field map and a compass. Recently concerns have centered on runaways and adequate medical treatment.

In a recent case, a youth ran away after being punished by having his clothing denied — a violation of licensing rules. Another youth had appendicitis for several days before receiving adequate medical care. Licensors are responsible to clarify that clients must be treated with respect and have adequate clothing, food and medical care.

Hiring and training qualified treatment staff is essential, but often difficult and expensive for program administrators. Many parents, providers and youth emphasize that these programs can be extremely successful, although the treatment may be grueling. It is gratifying to see youth progress and

determine that they can be happy and successful in life without their old bad habits, such as drug or alcohol abuse.

Adoptions also have received a lot of attention lately. The adoption process can be both extremely confusing and heartbreaking. Couples may pay as much as \$30,000 for adoption services, only to have the child placed with someone else. Sometimes the birth mother changes her mind or the father appears at the last minute.

The Office of Licensing deals with public and private agencies in Utah but also works with other states and countries through Interstate Compact regulations. Laws differ in each state as well as in other countries.

Licensors have advised on legislation to prevent Utah from being used as an “easy” adoption arena where basic regulations from other states can be avoided. “Adoption facilitators” are not licensed in Utah.

While licensing rules regulate Utah adoption agencies, many private adoptions take place through attorneys. There are fewer requirements for private versus agency adoptions in many areas, including counseling for birth parents, post adoptive evaluations, services available to adoptive parents, and providing adoptee background information. Internet-arranged placements are the most risky, however, as evident in the recent case of an infant placed in California, then with another family in Great Britain for twice as much money.

Individuals who need additional information on licensing regulations should contact the DHS Office of Licensing at (801) 538-4242.

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## DHS Charitable Donations

Human Services employees donated \$46,497 to the state's Charitable Fund drive this year. Of the department's 363 donors, 22 gave at least 1 percent of their yearly salaries. The “one-percenters” donated \$12,653 or 7 percent of DHS donations.

# Facility Managers Lauded

By Jeanne Lund, Youth Corrections

Awards were given to DHS facility managers who scored above 90 percent on facility maintenance evaluations during a May 15 meeting. Human Services Deputy Director Mark E. Ward and Youth Corrections Director Blake Chard made the presentations.

The "Facility Preventative Maintenance Audit" evaluates 17 standards to insure state owned and operated buildings meet a minimum maintenance standard. Areas covered include architectural, mechanical, plumbing and electrical issues as well as cleanliness. The maintenance inspection is nine pages long. An equally lengthy risk management audit is done which addresses issues such as storage, improper extension cord use, use of candles or incense, proper security system operation and wear or excessive cosmetic damage to facilities.

Facilities, Youth Corrections, Utah State Hospital and the Developmental Center, have made constant improvement over the past three years to bring their scores up to a level of 90 percent or higher in the majority of their facilities. A major contributor to program improvement was buying an automated preventative maintenance program which notifies program staff when maintenance is due. It helps the state avoid additional expense, which might occur if the systems failed due to lack of preventative maintenance.

Division of Youth Corrections facilities scored very high. Rodney Karr, won the traveling trophy for Washington County Youth Crisis Center with a score of 98.6 percent. Slate Canyon's Ramon Jimenez was a close second with 98.2 percent.

Other DYC facilities scoring more than 90 percent were: Dave Neiser, Decker Lake, 91 percent; Chad McNeil, Genesis, 90 percent; Dennis Shepherd, Logan, 94.1 percent; Kris Harrop, Mill Creek, 94.8 percent and Brian Hood, Farmington Bay, 95.8 percent.

Others included: Bob Richards, Castle Country, 94.8 percent; Loren Rupp, Split Mountain, 95.8 percent and Uinta Basin, 97.1 percent; Doug Fox, Cedar City, 93.8 percent; Frank Miera,

Wasatch, 96 percent and Greg Boren, old Richfield, 94.4 percent and new Richfield, 100 percent.

Other awards went to Russ Armstrong at Utah State Hospital with a score of 94.2 percent and Mike Jarvis of Utah State Development Center with 95.7 percent.

## Need Help?

### Call Pam Poulson

"How do I apply for food stamps?" "My caseworker won't call me back." "My caseworker is out to ruin my life." "I'm raising four children on my own and my ex won't pay his child support."

All are concerns heard by Pam Poulson, the Department of Human Services' constituent services representative.

Poulson, who handles these types of complaints as well as other information requests, takes about 250 calls monthly. Some come directly to her. Others are referred by the Governor's Office.

Poulson's job involves providing an objective review and support for resolving problems citizens have with DHS programs. She also refers callers to other agencies when necessary. For example, questions about cash assistance, medical assistance and job placement issues are referred to the Department of Workforce Services.

Poulson handles calls for Recovery Services, Substance Abuse, Mental Health, Aging and Adult Services, Services for People With Disabilities and Youth Corrections. Child and Family Services is served by a separate ombudsman's office.

My goal is to enhance the image and reputation of DHS and our Director by letting people know we are accessible, concerned, public servants," Poulson said. "I do that by responding to constituents in a timely, diplomatic manner, answering their questions and, where possible, solving their problems.

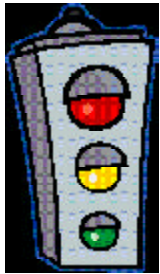
Employees may refer clients with problems or questions to Poulson at 538-3989 or (800) 662-3722.



# PowerForward Means Conserve Energy

Has your building been a little warmer? Are the lights dimmer? Are you wondering why?

The changes are part of the state's energy conservation efforts.



Gov. Mike Leavitt announced the PowerForward program and signed an executive order implementing it last month. PowerForward is a collaborative, statewide effort among the state of Utah, the media and public and private utility companies encouraging conservation.

“Our hope is that the PowerForward campaign will help educate people that simple conservation measures can be adopted easily with minor lifestyle changes,” Gov. Leavitt said. “If all of us do our part, we can make a big difference.”

The PowerForward alert system relays power status information from power suppliers to the state Energy Office and then to the media to provide consumers with conservation alerts. Recommended conservation levels are designated based on weather conditions, regional power supplies and markets power prices.

The colors of a traffic light are used to notify consumers about what to do.

Green days mean moderate conservation is advised. Appliances should be turned off when not in use; thermostats set at 78 degrees or higher and people should avoid using high-consumption appliances like clothes dryers and dishwashers during peak hours.

Yellow indicates a strong need to conserve energy. Yellow days occur when expected temperatures reach 96 or more. Consumers should turn off unnecessary power, shut off home air conditioning when possible and try to avoid electricity use between 2 and 8 p.m.

Red days mean an urgent need to conserve exists due to transmission system or capacity problems. Emergency conservation is required to limit power failures and brownouts. Consumers are

asked to turn off all non-critical power.

PowerForward is part of the state's energy conservation effort which also includes the “lead by example” initiative urging state employees to adopt power-efficient policies.

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## Forest Service Honors Strawberry Work Crew

PROVO – The Strawberry Work Camp crew, which donated more than 2,200 hours of project work to Heber Ranger District last year, was honored by the U.S. Forest Service May 16.

Youth Corrections and the Juvenile Court refer the girls, ranging from 14-to-17 years old. They work with counselors and Forest Service personnel to complete a wide variety of projects while working off community service hours.

Last summer the girls completed a pipeline project in Strawberry Valley that diverts livestock water from a spring, piping it away from a major spawning stream for Bonneville and Cutthroat trout and Kokanee salmon.

They also built several miles of boundary fence to keep livestock away from Strawberry Reservoir, worked on stream stabilization along Strawberry River and Trout Creek and built and maintained recreational trails.

The girls, along with their project manager Noela Karza from Youth Corrections, received the Forest Service Chief's Volunteers Program National Award.

Over the years 37 young women have volunteered in the program and completed more than 13,000 hours of community service, including 2,200 hours last year.

“It is impossible to measure or overestimate the importance provided by volunteers,” Forest Service Chief Mike Dombeck said in a letter to the work crew. “In light of existing budget constraints under which we operate, your personal contribution has added immeasurable benefits to this agency.”

A lot of work gets done, but the program also allows Forest Service employees to work with at-risk youth in a positive way, according to a Forest Service press release.

## Youth Corrections Helps Needy Kids Get Bikes

By Jeanne Lund, Youth Corrections

**T**he Division of Youth Corrections, Red Robin Restaurants and Aardvark Cycle have teamed up again to provide bikes for deserving youth along the Wasatch Front. "Burgers for Bikes, Bikes for Kids" is a community-minded project started four years ago by Sizzling Platter's Red Robin Restaurants. Last year, nearly 250 children received a bike and nearly 1000 guests received free hamburgers.

The three agencies are reaching out to even more kids this year. The goal is to give away 300 new and refurbished bikes. We will have two separate disbursements: Aug. 18 in Layton and Aug. 25 in Murray.

Through "Burgers for Bikes, Bikes for Kids," area youth receive much more than a free bike. Each child also receives a helmet, bicycle license and safety lesson from their local police department. Bike recipients also come away with the knowledge that someone in their community cares about them.

How does this happen? Red Robin Restaurants offer a free hamburger to anyone who donates a bicycle in working order to one of their restaurants. The sponsors also purchase new bikes. The bikes are taken to Youth Corrections' sites in Provo, Logan and Salt Lake City where they are refurbished and/or assembled by program youth.

Bikes can be donated from July 6 through Aug. 6 at Red Robin Restaurants in Murray, Layton Hills, Valley Fair Mall and Provo. A certificate for a hamburger is mailed to individuals who donate bikes.

Disbursement day is Aug. 18 at the Layton Red Robin and Aug. 25 at the Murray location. Setup begins at 8 a.m. with the bike giveaway starting at 10 a.m. Letters will notify recipients that they have been chosen to receive a bike. They will be asked to bring the letter and an adult with them to receive their bike.

Youth living along the Wasatch Front are eligible but must have referrals from local agencies and the Utah Mentor Network. For more

information about this program, please call Jeanne Lund or Storm Burtenshaw at (801) 538-4330, or email Lund at: [jlund@hs.state.ut.us](mailto:jlund@hs.state.ut.us).

## National Group Honors DCFS' Paul Curtis

**P**aul Curtis was presented with the Commissioner's Award for Utah at the 13<sup>th</sup> National Conference on Child Abuse and Neglect in Albuquerque, New Mexico.

Curtis, Division of Child and Family Services Western Region Director, has worked in community social services, youth services and child welfare services for nearly 40 years, including 19 years at the Department of Human Services.

Commissioner's awards were presented to individuals who "recognize our diversity allows us to bring a multitude of approaches to bear on key issues in the field of child abuse and neglect," according to James A. Harrell, Department of Health and Human Services Administration for Children and Families acting commissioner.

According to the Commissioners' Award Book, Curtis has "developed a finely honed sense of which service delivery approaches work and which don't. His personal and professional orientation toward child welfare practice reflects what has been learned nationally over the past 30 years: assuring child safety is paramount; engaging parents in helping relationships increases safety; and empowering parents with alternatives, choices and options helps them make good decisions."

Curtis was an early proponent of family-centered practice, placing child welfare staff in schools, family support centers and family group.

Curtis also serves as a mentor to young child welfare workers and interacts with each community partner with integrity and respect.

He is involved in many community groups, including the Brigham Young University School of Social Work Advisory Council and the Children's Justice Center Board.

## Trinden Peterson Finally Gets His Own Place

By Denise Winslow & Steve Wrigley,  
Services for People With Disabilities

**T**rinden Peterson lives in his own apartment. He and his family also recruit staff to support him as he lives there independently. Changing from services delivered by a provider to ones he and his family direct changed Peterson's world.

Peterson is part of a pilot program that encourages people with disabilities and their families to take control of their services. Peterson and his parents, Julie and Jerry Peterson, were very frustrated with the inconsistent services he received. Then they heard about the "Self-Directed Supports Pilot Program."

Liking the idea of a program they could control, the family created one with Rob Dayton, a Support Coordinator from the Division of Services for People with Disabilities.

The Petersons' commitment to take over and manage supports has taken time and willingness to learn how to keep records and ensure quality supports. But the investment made a profound difference in Peterson's life.

The young man now has a job that pays him the same wages daily he used to make in two weeks working in a sheltered workshop. With support from family and friends, Peterson has a computer system he talks to and experts to help him learn its applications.

The most important change has been a significant increase in the number of Peterson's relationships with others, according to his mom, Julie.

Another man, Greg McEwan, runs an industrial-sized paper shredder at the Workers Compensation Fund of Utah. Leann Garrison from the Division of Services for People with Disabilities' Central Region and Salt Lake Work Activity Center staff helped McEwan achieve his dream of community employment after he brought up the idea of obtaining part-time community employment while

participating in person-centered planning.

The Division of Services for People with Disabilities fully supports and promotes self-determination for people with disabilities and their families. Self-determination, as Peterson and McEwan demonstrate, is the ability of individuals to control their lives, achieve their goals and participate fully in their communities.

"The Division of Services for People with Disabilities has made the commitment to our customers to put them in the driver's seat," Division Director Sue Geary said. "People who experience disabilities and their families know best the kinds of supports that will make the greatest difference in their lives."

## Add Your Signature to Groupwise Messages

Tech Tip By Janice DeVore

Click **Tools** on the Menu bar, and select **Options**. Double-click on the **Environment** icon in the Options dialog box.

Click on the **Signature** tab.

Put a check in the **Signature** checkbox.

Type the text you want as a signature (like your name, phone number etc.) in the Signature box.

Click a signature option. (Recommend: **Prompt before adding**. Sometimes you do not want the signature added.)

Click **OK**.

## The Human Touch

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